



50 Raffles Place, 30F Singapore Land Tower, Singapore 048623 Tel: 6632 3514 Fax: +65 6632 3600 www.tescom-apac.com

Personal Data Protection Policy

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1. Introduction

Tescom respects the protection of the Personal Data of individuals and values the relationship we have with you. We are committed to accord Personal Data with due level of care as presented in our Personal Data Protection Policy, and comply with the requirements of the Personal Data Protection Act 2012 of Singapore.

Our Personal Data Protection Policy describes the types of Personal Data we may collect from you, how we may use that information, and to whom we may share it with. It also describes the measures we take to protect the security of the information you provide to us, including through Tescom-apac.com. We also tell you how you can reach us to update your Personal Data, ask questions you may have about our personal data protection practices and provide feedback on our personal data protection practices.

2. Data Protection Policy

We will collect, use or disclose personal data for reasonable business purposes only if there is consent or deemed consent from the individual and information on such purposes have been notified. We may also collect, use or disclose personal data if it is required or authorised under applicable laws.

3. Collection of Personal Data

We collect personal data from clients, customers, business contacts, partners, personnel, contractors and other individuals. Such personal data may be provided to us in forms filled out by individuals, face to face meetings, email messages, telephone conversations, through our websites or provided by third parties. If any individuals contact us, we may keep a record of that contact.

We collect these personal data when it is necessary for business purposes or to meet the purposes for which the individuals have submitted the information.

We will only collect, hold, process, use, communicate and/or disclose such personal data, in accordance with this policy.

4. Use of Personal Data

We use personal data for the following purposes:

- to provide our services and training courses
- to respond to queries



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- to maintain contact with clients and other contacts
- to keep clients and other contacts informed of the services we offer, service offerings, trainings and other events we are holding, that may be of interest to them
- to facilitate the application of training grants
- for general management and reporting purposes, such as invoicing and account management
- for recruitment purposes
- for purposes related to the employment of our personnel and providing internal services to our personnel
- all other purposes related to our business.

5. Disclosure of Personal Data to Third Parties

We do not disclose personal data to third parties except when required by law and when we have the individual's consent.

6. Access to and Correction of Personal Data

Upon request, we will provide the individual with access to their personal data or other appropriate information on their personal data in accordance with the requirements of the PDPA.

Upon request, we will correct an error or omission in the individual's personal data that is in our possession or control in accordance with the requirements of the PDPA.

We may charge for a request for access in accordance with the requirements of the PDPA.

7. Withdrawal of Consent

Upon reasonable notice being given by an individual of his withdrawal of any consent given or deemed to have been given in respect of our collection, use or disclosure of his personal data, we will inform the individual of the likely consequences of withdrawing his consent. We will cease (and cause any of our data intermediaries and agents to cease) collecting, using or disclosing the personal data unless it is required or authorised under applicable laws.



8. Accuracy of Personal Data

We will make a reasonable effort to ensure that personal data collected by us or on our behalf is accurate and complete.

9. Security and Protection of Personal Data

We have implemented generally accepted standards of technology and operational security to protect the personal data in our possession or under our control and to prevent unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks. Only authorised Tescom personnel are provided access to personally identifiable information and these personnel have agreed to ensure confidentiality of this information.

10. Retention of Personal Data

We will cease to retain personal data, as soon as it is reasonable to assume that the purpose for collection of such personal data is no longer being served by such retention, and such retention is no longer necessary for legal or business purposes.

11. Privacy on Our Websites

This Policy also applies to any personal data we collect via our website.

12. Data Protection Officer

If an individual believes that information we hold about him is incorrect or out of date, or if an individual has concerns or further queries about how we are handling his personal data, or any problem or complaint about such matters, please contact our Data Protection Officer at DPO@tescom-apac.com

13. Modifications

We reserve the right to modify or amend this Policy at any time. The effective date will be displayed at the beginning of this Policy. To keep you informed, we will notify changes to this Policy by prominently identifying the alteration for a period of not less than two weeks on our home page at <http://www.tescom-apac.com/personal-data-policy/>